

ANIMAL CONTROL DISPATCHER

NATURE OF WORK

This is responsible clerical work which includes dispatching calls and maintaining records pertaining to the activities of the Animal Control Division.

Work involves responsibility for dispatching calls; responding to telephone calls from the public and to the walk-in public; entering and maintaining a variety of information on the computer and in general files. Employees are responsible for making personal work determinations, but such decisions are made in accordance with established precedent, departmental policy, and the exercise of judgment based on knowledge gained through experience. Supervision is received from an administrative superior.

EXAMPLES OF WORK PERFORMED

Dispatches calls to Animal Control Officers; provides information necessary to respond in an efficient manner; enters all information on computer.

Responds to telephone calls from the public, other agencies and other City departments regarding a variety of subjects pertaining to Animal Control; explains ordinance requirements pertaining to animal control; inputs calls for service into computer.

Records all pertinent information regarding bite and attack reports; dispatches Animal Control Officer to investigate; follows-up to ensure investigation is completed and required observation time for animal is completed; notifies victim of results.

Issues licenses to walk-in public; verifies that rabies vaccination and all other pertinent information is current.

Processes mail-in license requests; verifies payments received with the amount due; follows-up any problems with the application; matches license tags with corresponding receipts and prepares for mailing.

Balances cash and receipts for animal licensing and animal trap rentals.

May act as secretary for monthly Animal Control Advisory Committee meeting.

Rents traps to walk-in clients; explains use and collects fees.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of modern office equipment, practices and procedures.

Some knowledge of animal licensing, noise and other related ordinances.

Ability to maintain complex clerical records.

Ability to make mathematical computations with speed and accuracy.

Ability to make sound judgments in accordance with departmental rules, regulations and policies.

Ability to establish and maintain effective working relationships with co-workers and the general public.

Ability to deal with irate citizens tactfully and courteously.

Ability to operate a radio dispatch system in order to dispatch and receive calls from Animal Control Officers.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent and some experience in an office setting that includes dispatching calls.

MINIMUM QUALIFICATIONS

Graduation from a senior high school and some experience in an office setting; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills..

Approved by: _____
Department Head Personnel Director

09/2002

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